



WebCapTel

FCC COMPLAINT LOG

2008

Complaint Tracking for WebCapTel (06/01/2007 - 05/31/2008). Total Customer Contacts: 20

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	3/10/08	Disconnect/Reconnect during calls	03/10/08	Advised customer to document if her display reads "CN Restored" again, but informed customer that this would be due to her computer connection to WebCapTel and not the service. Explained this prompt stands for "Connection Restored", which means the internet connection was having problems staying connected to the website. Customer confirmed ability to make a new call successfully.
2	3/14/08	Technical - General	03/15/08	Initially customer was provided troubleshooting assistance on call attempts that got a fast busy signal. It was later confirmed this was related to a SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls.
3	3/19/08	Disconnect/Reconnect during calls	03/19/08	Confirmed for the customer that their use of an instable wireless router connection was contributing to their transmission difficulties using WebCapTel.

4	3/21/08	Dialing Issue - Unable to dial regional 800 numbers.	03/21/08	Assisted WebCapTel user with identifying an alternate equivalent phone number when the regional toll number did not process through the system properly.
5	3/24/08	Disconnect/Reconnect during calls	03/24/08	Customer experienced disconnection of captions first few days using WebCapTel but after that customer indicated CapTel has worked well. Customer believes maybe his internet connection was having some difficulties as he noted it in other circumstances as well.
6	3/25/08	Accuracy of captions	03/27/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up with the captionist. Customer has selected not to provide follow up detail.
7	4/8/08	Phone line or Internet connection	04/08/08	Customer shared feedback regarding failure of a Sprint WebCapTel call for an unknown reason. CS Rep apologized for incidence and thanked customer for the feedback. Investigation unable to pinpoint cause of first call failure. Customer was successful with second attempt and is satisfied.

8	4/11/08	Accuracy of captions	04/14/08	Customer provided feedback that there seemed to be a big difference in caption quality depending on the CA handling the call. Thanked customer for feedback and advised him to let us know the date time and CA of any future calls of concern, so that we could take specific follow up with captioning personnel.
9	4/18/08	Disconnect/Reconnect during calls	04/18/08	Explained to customer that CN RESTORED means that there was an interruption in WebCapTel's connection and that the connection was restored thus this prompt was shown.
10	4/21/08	Disconnect/Reconnect during calls	04/21/08	Advised WebCapTel user of limitations of wireless internet connections and how such connections can cause dropped packets. Also provided some tips to improve performance.
11	4/29/08	Captions stop in middle of call	04/29/08	Customer shared feedback regarding WebCapTel stopping mid-call. This indicates a break in the captioning connection via the internet. Customer Service Representative apologized for incidence and thanked customer for the feedback. Suggested customer document the date time and CA# of any future occurrences for more specific follow-up.

12	4/29/08	Disconnect/Reconnect during calls	04/29/08	Technical support reviewing WebCapTel user's computer connection and configuration in an attempt to determine why user is getting CN Restored during sessions. This indicates something is interrupting the data stream needed for captions.
13	5/1/08	Captions stop in middle of call	05/01/08	Explained to customer that captionist experienced technical difficulty and call was inadvertently dropped as a result. Customer Service Representative apologized for incidence. Customer confirmed other calls have been successful.
14	5/8/08	Captions stop in middle of call	05/08/08	Customer shared feedback regarding disruption of 2 WebCapTel calls. Customer noted calls were working fine until these 2 calls and asked how to troubleshoot. Customer Service Representative apologized for incidence and thanked customer for the feedback. Suggested customer document the date time CA # for more specific follow up. Customer reports that all WebCapTel use since has been without difficulty and customer is satisfied. "I am happy with the service and it is very useful to me."
15	5/9/08	Disconnect/Reconnect during calls	05/09/08	Reviewed with consumer why they would see CN Restored message trying to use WebCapTel. This means the connection is not stable and the WebCapTel server has to reconnect to the user.

16	5/12/08	Accuracy of captions	05/12/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative thanked customer for the feedback and informed them that after further investigation we found that the CA on this documented call noted that having technical difficulty at their workstation which impacted the customer's experience on this call. Customer Service Representative apologized for this incidence.
17	5/20/08	Disconnect/Reconnect during calls	05/20/08	Customer is experiencing dropped packets and seeing the message CN Restored (Connection Restored) while trying to connect to Sprint WebCapTel. Customer is using Hugh Net satellite service and will be contacting them to see if it is possible to get a better signal for improved connection.
18	5/20/08	Dialing Issue - Unable to dial regional 800 numbers.	05/20/08	Technical Support made adjustment so that CapTel user can successfully make captioned call to a regional 800 number.
19	5/20/08	Disconnect/Reconnect during calls	05/20/08	Reviewed with consumer that the message CN Restored means the WebCapTel program is trying to get reconnected to provide captions. Possibly problem with ISP connection stability.

20	5/21/08	Accuracy of captions	05/21/08	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for follow up. Suggested customer document the date time CA # so we may take more specific follow up with the captionist. Customer chose not to provide specific follow up detail.
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